

Facts about



NORFOLK DEPARTMENT OF HUMAN SERVICES

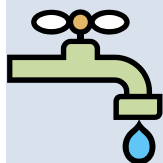
Lifeline was initiated by the City of Norfolk to help its citizens avoid disruption in water service. Lifeline offers financial assistance to low-income senior citizens, families, and individuals to provide relief from the Hampton Roads Utility Bill (HRUBS). In addition, Norfolk City Council approved funding to assist with the increase in the refuse disposal (SPSA) fee. Residents may apply for both forms of assistance with one application.

You may qualify for Lifeline if you have:

- ◆ Water and/or refuse disposal services in Norfolk
- ◆ A monthly household income less than 200% of federal poverty level (*see chart below*) and
- ◆ Liquid resources less than \$2,000 (*bank accounts, certificates of deposit, credit unions, or retirement accounts*)

If eligible, you may receive:

Water Bill Assistance



Maximum annual assistance of \$270 in the form of a non-refundable payment to Hampton Roads Utility Billing Service on your behalf.

Plumbing Repairs Assistance



Maximum annual assistance of \$500 to licensed plumbers on behalf of owner occupants for plumbing repairs.

Refuse Disposal Assistance



SPSA Lifeline - Maximum annual assistance of \$120 in the form of a non-refundable payment to Hampton Roads Utility Billing Service (HRUBS) on your behalf.

Eligibility is also established using the **total monthly gross income for your household.**

LIFELINE INCOME LIMITS (Effective 1-20-11)

Household Size	Monthly	Annual
1	\$1,815	\$21,780
2	\$2,452	\$29,420
3	\$3,089	\$37,060
4	\$3,725	\$44,700
5	\$4,362	\$52,340
6	\$4,999	\$59,980
7	\$5,635	\$67,620
8	\$6,272	\$75,260

To apply:

Applications are available at any Department of Human Services location, the Department of Utilities and online at www.norfolk.gov/humanservices.

For more information or to request an application by mail, call

(757) 664-6035

A full disclosure of your information and attaching the verifications will speed up the process.

If you are receiving Public Assistance (Supplemental Nutrition Assistance Program - SNAP, Medicaid or TANF), we may be able to obtain some of the needed verifications.



This information is given as a guideline only. In order to determine eligibility for the Lifeline Program, you must complete an application and file it with the Norfolk Department of Human Services.

